**Province: Municipality(WC031) - Schedule of Service Delivery Standards Table**

| Description<br>Standard | Service Level |
|---|---|
| **Solid Waste Removal** | |
| Premise based removal (Residential Frequency) | 1/ week |
| Premise based removal (Business Frequency) | 3/ week |
| Bulk Removal (Frequency) | 1/ week |
| Removal Bags provided(Yes/No) | Yes |
| Garden refuse removal Included (Yes/No) | No |
| Street Cleaning Frequency in CBD | Daily |
| Street Cleaning Frequency in areas excluding CBD | Weekly |
| How soon are public areas cleaned after events (24hours/48hours/longer) | 24 hours |
| Clearing of illegal dumping (24hours/48hours/longer) | longer |
| Recycling or environmentally friendly practices(Yes/No) | No |
| Licenced landfill site(Yes/No) | Yes |
| | |
| **Water Service** | |
| Water Quality rating (Blue/Green/Brown/N0 drop) | 72 |
| Is free water available to all? (All/only to the indigent consumers) | only indigent consumers |
| Frequency of meter reading? (per month, per year) | monthly |
| Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) | monthly |
| On average for how long does the municipality use estimates before reverting back to actual readings? (months) | monthly |
| ***questions)*** | |
| One service connection affected (number of hours) | 3 |
| Up to 5 service connection affected (number of hours) | 3 |
| Up to 20 service connection affected (number of hours) | 3 |
| Feeder pipe larger than 800mm (number of hours) | 4 |
| What is the average minimum water flow in your municipality? | 200L/day |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | No |
| How long does it take to replace faulty water meters? (days) | 7 |
| Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) | No |
| | |
| **Electricity Service** | |
| What is your electricity availability percentage on average per month? | 1 |
| Do your municipality have a ripple control in place that is operational? (Yes/No) | Yes |
| How much do you estimate is the cost saving in utilizing the ripple control system? | R700 000/year |
| What is the frequency of meters being read? (per month, per year) | Per month |
| Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) | Immediately |
| Are accounts normally calculated on actual readings? (Yes/no) | Yes |
| Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) | No |
| How long does it take to replace faulty meters? (days) | 1 Day |
| Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) | Yes |
| How effective is the action plan in curbing line losses? (Good/Bad) | Good |
| How soon does the municipality provide a quotation to a customer upon a written request? (days) | 2 days |
| How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) | 5 days |
| | |
| **Sewerage Service** | |
| Are your purification system effective enough to put water back in to the system after purification? | No |
| To what extend do you subsidize your indigent consumers? | 100 |
| ***How long does it take to restore sewerage breakages on average*** | |
| Severe overflow? (hours) | 3 |
| Sewer blocked pipes: Large pipes? (Hours) | 3 |
| Sewer blocked pipes: Small pipes? (Hours) | 3 |
| Spillage clean-up? (hours) | 3 |
| Replacement of manhole covers? (Hours) | 24 |
| | |
| **Property valuations** | |
| How long does it take on average from completion to the first account being issued? (one month/three months or longer) | Supplementary Valuation 3 months and General valuation after 5 months |
| Do you have any special rating properties? (Yes/No) | Yes |

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| Description<br>Standard | Service Level |
|---|---|
| **Financial Management** | |
| Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) | Decrease |
| Are the financial statement outsources? (Yes/No) | No |
| Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance? | Yes |
| How long does it take for an Tax/Invoice to be paid from the date it has been received? | 30 days |
| Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans? | continuosly |
| **Administration** | |
| Reaction time on enquiries and requests? | 1 day |
| Time to respond to a verbal customer enquiry or request? (working days) | 1 day |
| Time to respond to a written customer enquiry or request? (working days) | 1 day |
| Time to resolve a customer enquiry or request? (working days) | Within 7 days |
| Is there a reduction in the number of complaints or not? (Yes/No) | Yes |
| How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer) | 1 day |
| **Community safety and licensing services** | |
| How long does it take to register a vehicle? (minutes) | 10 to 15 minutes |
| How long does it take to renew a vehicle license? (minutes) | 5 to 10 minutes |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | 15 to 20 minutes |
| How long does it take to de-register a vehicle? (minutes) | 5 to 10 minutes |
| How long does it take to renew a drivers license? (minutes) | 10 to 35 minutes |
| **Economic development** | |
| How many economic development projects does the municipality drive? | Toursim 5, IPSDP, Small Farmers 2 SMME"s, NGO's, Agri parks, VPUU Projects |
| How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects? | Projects list above |
| What percentage of the projects have created sustainable job security? | 100%: All of those have or will contribute to sustainable job security |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | Yes. Investor Insentatives Program |
| **Other Service delivery and communication** | |
| Does the municipality have training or information sessions to inform the community? (Yes/No) | Yes |
| Are customers treated in a professional and humanly manner? (Yes/No) | Yes |